

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Cedars Host/Hostess

POSITION NUMBER: ON GOING

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- * If applicant does not meet education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

SKILLS:

- ☐ Must have good grooming habits and manners.
- ☐ Must have excellent communication skills for dealing with customers and employees.
- ☐ Must be able to follow specific instructions.
- ☐ Must have basic math skills. **(Test required)**

EXPERIENCE:

- ☐ Minimum of one (1) year experience working with the public utilizing guest relation skills.
- ☐ Minimum of six (6) months work experience as a host and/or cashier in a full service restaurant and/or casual dining restaurant.

OTHER REQUIREMENTS:

- ☐ Must be 18 years of age or older. * **(Attach documentation with application)**
- ☐ Must be able to obtain and hold a Food Handler's card within 60 days from date of hire.
- ☐ Must be flexible to work all venues in a similar position.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work both Casino sites, the "New" Tulalip Casino and the Quil Ceda Creek Casino.
- ☐ Must be able to work any shift assigned to included days, swing, grave, weekends, and/or holidays.
- ☐ Must be able to obtain a Class II certification, and be licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Ability to stand and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 20 lbs. on a frequent basis.
- ☐ Tolerance to be exposed to a smoke filled environment.
- ☐ Manual and finger dexterity to operate POS system.
- ☐ Tolerance to be exposed to cleaning solvents and detergents on a daily basis.

Tribal Department: Food & Beverage

Employee Classification: Non-exempt

Job Summary: Greets guests in a professional and friendly manner. Provides timely and quality accommodations for all Cedars Grill guests and Casino patrons. Thanks guests and patrons in a professional manner for dining in Cedars Grill. Responsible for cash handling and maintaining wait list and issuing pagers. Assists other Team Members as needed. Helps ensure quality customer service and satisfaction

Employee Reports To: Food & Beverage Supervisor or designee

Extent of Job Authority: Works with Manager, Supervisor, Servers, and Bus Person to ensure proper dining room procedures and standards are being followed.

Specific Duties Performed:

1. Welcomes and seats guests in a friendly and timely manner.
2. Manages wait list and issues pagers to guests.

3. Properly seats guests following the assigned rotation of sections to ensure guest satisfaction.
4. Upon seating informs guests their Server name and soup of the day.
5. Adheres to proper phone etiquette as directed by Supervisor or Manager.
6. Maintains specific directions, at the Host/Hostess stand, to the casino and restaurants at all times.
7. Ensures Host/Hostess stand, floors, and work areas are kept clean and presentable at all times.
8. Maintains proper inventory of Host/Hostess supplies.
9. Maintains clean and presentable menus at all times.
10. Completes a daily calculation of all receipts, cash, and maintains proper paperwork.
11. Maintains issued bank, handling cash, and closing out checks.
12. Understands and executes proper Sequence of Service.
13. Studies and learns menu items and preparations.
14. Performs the duties of food runner as needed.
15. Knows all health and safety practices and procedures, including HACCP standards.
16. Assists team members as needed to promote a positive teamwork environment.
17. Must have knowledge of Casino events.
18. Performs all other duties deemed necessary or requested by the Supervisor or Manager.

Terms of Employment: This is a Regular Full-time position requiring 40 hours per week, or 2080 hours per year.

Pay Rate: \$9.92 per hour

Opening Date: ON GOING

Closing Date:

Please return your completed application to the Tulalip Casino Receptionist by the closing date and time. * Required documents must be submitted prior to interviewing.